

The Symantec IT Management Suite Platform Support Matrix

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Introduction

The Symantec IT Management Suite Platform Support Matrix (PSM) has been created to provide current and future planned platform support information to interested parties. It is organized to display supportability information based on the Symantec IT Management Suite (ITMS) components as well as by ITMS release.

Many OS and database platforms include multiple versions that are based on the same platform kernel. An example would be Windows Vista where there is Home Basic, Home Premium, Business, and Ultimate. QA testing resources are limited; therefore, we have only included a platform in the PSM if that platform has actually been tested. This does not necessarily prevent a derivative platform from being

used by a customer, however, it should be understood that if an untested derivative platform were used, support would not be provided.¹

Any forward-looking indication of plans for products is preliminary. All future release dates are tentative and are subject to change. Any future release of the product or planned modifications to product capability, functionality or feature is subject to ongoing evaluation by Symantec, and should not be relied upon in making purchasing decisions.

As changes occur, an updated version of this document will be made available.

Note: The PSM includes supportability matrices for the Symantec solutions currently included in Client Management Suite (CMS), Server Management Suite (SMS) or IT Management Suite (ITMS). For additional Symantec solution support information, please refer to the solution Release Notes published with each solution.

¹ Requests to formally support currently untested platforms will be treated as an enhancement request and will be considered in the context of the numbers of customers who could benefit from support weighted against the amount of QA and Engineering effort required to provide that support.

Current Shipping Information

The current shipping version of the Symantec IT Management Suite (ITMS) is 7.1 SP2 MP1.1.

Symantec Management Platform

The following section contains the Microsoft platform support matrices for the Symantec Management Platform. This section outlines which platforms are supported for the installation of Symantec Management Platform components. For information about supported agent platforms, please refer to the Symantec Client Management Suite, and Server Management Suite sections provided later in this document.

Notification Server and Workflow Server

Table 1-1 Notification Server and Workflow Server

| Microsoft Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------|---------------|---------------|-------------------|
| Microsoft Server 2003 | | | | |
| Windows Server 2003 SP2 x86 | Supported | Supported | Not supported | Not supported |
| Windows Server 2003 R2 x86 | Supported | Supported | Not supported | Not supported |
| Windows Server 2003 R2 SP2 x86 | Not supported | Supported | Not supported | Not supported |
| SuMicrosoft Server 2008 | | | | |
| Windows Server 2008 R2 ¹ | Not supported | Not supported | Supported | Supported |
| Windows Server 2008 R2 SP1 ¹ | Not supported | Not supported | Supported | Supported |

¹ The Symantec Management Platform version 7.1 will support Windows Server 2008 R2 (64-bit only) Enterprise, Standard, and Datacenter editions. Core Edition is not a supported platform.

Note: Workflow server includes the Workflow server and Process Manager Components. The support matrix for the Workflow Designer is included in the Designer and Tools section below.

Table 1-2 Notification Server on a Virtual Host

| Virtual Host version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------|---------------|---------------|-------------------|
| VMware ESX 3.5 | Supported | Supported | Supported | Supported |
| VMware ESX 4.0 | Supported | Supported | Supported | Supported |
| VMware ESX 5.0 | Not supported | Not supported | Not supported | Supported |
| Windows Hyper-V Server 2008 R2 ¹ | Not supported | Not supported | Supported | Supported |

¹ It should be noted that core Hyper-V Server 2008 requires that UAC be set to a lower level (1 down from the max security level) to allow the Symantec Management Agent to work.

Note: For more details about hosting the Notification Server on a virtual host, please reference the knowledgebase article titled “Installing the Symantec Management Platform on VMware”:

<http://www.symantec.com/docs/HOWTO9692>

Microsoft SQL Server

Table 1-3 Microsoft SQL Server

| Microsoft SQL Server Version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|----------------------------------|---------------|---------------|---------------|-------------------|
| Microsoft SQL Server 2005 | | | | |
| Microsoft SQL Server 2005 SP2 | R5 | Supported | Supported | Supported |
| Microsoft SQL Server 2005 SP3 | R10 | Supported | Supported | Supported |
| Microsoft SQL Server 2005 SP4 | R13 | Not supported | Not supported | Supported |
| Microsoft SQL Server 2008 | | | | |
| Microsoft SQL Server 2008 | R13 | Supported | Supported | Supported |
| Microsoft SQL Server 2008 SP1 | Not supported | Supported | Supported | Supported |
| Microsoft SQL Server 2008 SP2 | Not supported | Not supported | Supported | Supported |
| Microsoft SQL Server 2008 R2 | Not supported | Not supported | Supported | Supported |
| Microsoft SQL Server 2008 R2 SP1 | Not supported | Not supported | Not supported | Supported |
| Microsoft SQL Server 2008 R2 SP2 | Not supported | Not supported | Not supported | Supported |

Note: The Notification Server installation is tested with Microsoft SQL Express, Standard, and Enterprise versions x86 and 64-bit. Using a 64-bit OS in combination with an x64 version of SQL Server is highly recommended for dedicated SQL servers that have more than 4GB of physical memory to take advantage of the memory addressing capabilities of 64-bit hardware. For additional information, please refer to the following article:

<http://www.symantec.com/docs/HOWTO10723>

Microsoft SQL Server Collations

Table 1-4 Microsoft SQL Server Collations

| Microsoft SQL Server Collations | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---------------------------------|-----------|-------------|-------------|-------------------|
| Latin1_General_BIN | Supported | Supported | Supported | Supported |
| Latin1_General_BIN2 | Supported | Supported | Supported | Supported |
| Latin1_General_CI_AI | Supported | Supported | Supported | Supported |
| Latin1_General_CI_AS | Supported | Supported | Supported | Supported |
| Latin1_General_CS_AI | Supported | Supported | Supported | Supported |
| Latin1_General_CS_AS | Supported | Supported | Supported | Supported |
| Latin1_General_CP1_CI_AS | Supported | Supported | Supported | Supported |

Microsoft IIS

Table 1-5 Microsoft IIS

| IIS Version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------|---------------|---------------|-------------------|
| Microsoft IIS 6 | Supported | Supported | Not supported | Not supported |
| Microsoft IIS 7.5 (IIS 6 compatibility) | Not supported | Not supported | Supported | Supported |

Microsoft .NET

Table 1-6 Microsoft .NET

| .NET Version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|----------------------------------|---------------|---------------|---------------|-------------------|
| Microsoft .NET Framework 1.1 | Supported | Not supported | Not supported | Not supported |
| Microsoft .NET Framework 3.5 | Not supported | Supported | Not supported | Not supported |
| Microsoft .NET Framework 3.5 SP1 | Not supported | Supported | Supported | Supported |

Console/Browser

Table 1-7 Console/Browser

| Browser Version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------|---------------|---------------|-------------------|
| Microsoft Internet Explorer 6 SP1 | Supported | Not supported | Not supported | Not supported |
| Microsoft Internet Explorer 7 | Supported | Supported | Supported | Supported |
| Microsoft Internet Explorer 8 (compatibility mode only) | Not supported | Supported | Supported | Supported |
| Microsoft Internet Explorer 8 | Not supported | Supported | Supported | Supported |
| Microsoft Internet Explorer 9 (compatibility mode only) | Not supported | Not supported | Not supported | Supported |

Note: Current referenced browser support is for the 32-bit version of Internet Explorer.

Console/Silverlight

Table 1-8 Silverlight versions supported

| Silverlight version | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP2 MP1.1 |
|---------------------|---------------|---------------|-------------------|
| Silverlight 3.x | Not supported | Not supported | Supported |
| Silverlight 4.x | Not supported | Not supported | Supported |
| Silverlight 5 | Not supported | Not supported | Supported |

Workflow Designer

The Workflow Designer and Tools are the client tools used to design, publish, and debug processes. The following matrix defines the Microsoft platforms that the Designer and Tools are supported on.

Table 1-9 Designer and Tools

| Microsoft Windows Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|-------------------------------------|-----------|-------------|---------------|-------------------|
| Windows XP | | | | |
| Windows XP SP2 x86/x64 | Supported | Supported | Supported | Supported |
| Windows XP SP3 x86/x64 | Supported | Supported | Supported | Supported |
| Windows Vista | | | | |
| Windows Vista x86/x64 | Supported | Supported | Not supported | Not supported |
| Windows Vista SP1 x86/x64 | Supported | Supported | Supported | Supported |
| Windows Vista SP2 x86/x64 | Supported | Supported | Supported | Supported |
| Windows 7 | | | | |
| Windows 7 x86/x64 | Supported | Supported | Supported | Supported |
| Windows 7 SP1 x86/x64 | Supported | Supported | Supported | Supported |
| Windows Server 2003 | | | | |
| Windows Server 2003 R2 x86/x64 | Supported | Supported | Not supported | Not supported |

Table 1-9 Designer and Tools (*continued*)

| Microsoft Windows Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|-------------------------------------|---------------|---------------|-------------|-------------------|
| Windows Server 2003 R2 SP2 x86/x64 | Not supported | Supported | Supported | Supported |
| Windows Server 2008 | | | | |
| Windows Server 2008 SP2 x86/x64 | Supported | Supported | Supported | Supported |
| Windows Server 2008 x86/x64 | Supported | Supported | Supported | Supported |
| Windows Server 2008 R2 SP1 | Not supported | Not supported | Supported | Supported |

Site Server

Any server that has either the Package Service or the Task Service installed on it is called a "Site Server". The Site Server support matrix below indicates full support for Package and Task Services on the specified platform unless otherwise indicated. These services will also run on any supported Notification Server OS platform.

Table 1-10 Site Server OS Support Matrix

| Site Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|-------------------------------------|---------------|---------------------------------|---------------|-------------------|
| Windows 2000 | | | | |
| Windows Server 2000 SP4 | Supported | Not supported | Not supported | Not supported |
| Windows 2000 Professional SP4 | Supported | Not supported | Not supported | Not supported |
| Windows XP | | | | |
| Windows XP SP2 x86/x64 ¹ | Supported | Supported | Supported | Supported |
| Windows XP SP3 x86/x64 ¹ | Supported | Supported | Supported | Supported |
| Windows Vista | | | | |
| Windows Vista x86/x64 ¹ | Not supported | Support for Package Server only | Not supported | Not supported |

Table 1-10 Site Server OS Support Matrix (*continued*)

| Site Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------|---------------------------------|---------------------------------|---------------------------------|
| Windows Vista SP1 x86/x64 ¹ | Not supported | Support for Package Server only | Support for Package Server only | Support for Package Server only |
| Windows Vista SP2 x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows 7 | | | | |
| Windows 7 x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows 7 SP1 x86/x64 ¹ | R13 | Not supported | Supported | Supported |
| Windows Server 2003 | | | | |
| Windows Server 2003 SP2 x86 | R5 | Supported | Supported | Supported |
| Windows Server 2003 SP2 x64 ¹ | R9 | Supported | Supported | Supported |
| Windows Server 2003 R2 x86/x64 ¹ | Supported | Supported | Not supported | Not supported |
| Windows Server 2003 R2 SP2 x86/x64 ¹ | Not supported | Supported | Supported | Supported |
| Windows Server 2008 | | | | |
| Windows Server 2008 x86/x64 ¹ | R8 | Supported | Supported | Supported |
| Windows Server 2008 SP2 x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows Server 2008 R2 | R13 | Supported | Supported | Supported |
| Windows Server 2008 R2 Core | Not supported | Not supported | Not supported | Not supported |
| Windows Server 2008 R2 SP1 | R13 | Not supported | Supported | Supported |
| Red Hat Enterprise Linux 4 | | | | |

Table 1-10 Site Server OS Support Matrix (*continued*)

| Site Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|--|---------------|--|--|
| Red Hat Enterprise Linux 4 WS x86/x64 | Support for Package Server only ² | Not supported | Support for Package Server only ² | Support for Package Server only ² |
| Red Hat Enterprise Linux 4 ES x86/x64 | Support for Package Server only ² | Not supported | Support for Package Server only ² | Support for Package Server only ² |
| Red Hat Enterprise Linux 4 AS x86/x64 | Support for Package Server only ² | Not supported | Support for Package Server only ² | Support for Package Server only ² |
| Red Hat Enterprise Linux 5 | | | | |
| Red Hat Enterprise Linux 5.1 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 5.2 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 5.3 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 5.4 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 5.5 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 5.6 Server x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Red Hat Enterprise Linux 6 | | | | |
| Red Hat Enterprise Linux 6.0 x86/x64 | Not supported | Not supported | Not supported | Support for Package Server only |

Table 1-10 Site Server OS Support Matrix (*continued*)

| Site Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|--|---------------|--|--|
| Red Hat Enterprise Linux Server 6.0 x86/x64 | Not supported | Not supported | Not supported | Support for Package Server only |
| Red Hat Enterprise Linux 6.1 Server x86/x64 | Not supported | Not supported | Not supported | Support for Package Server only |
| Novell SUSE Enterprise Server | | | | |
| Novell SUSE Linux Enterprise Server 9 x86/x64 | Support for Package Server only | Not supported | Not supported | Not supported |
| Novell SUSE Linux Enterprise Server 10 x86/x64 | Support for Package Server only | Not supported | Support for Package Server only | Support for Package Server only |
| Novell SUSE Linux Enterprise Server 11 x86/x64 | Not supported | Not supported | Support for Package Server only | Support for Package Server only |
| Novell SUSE Linux Enterprise Server 11 SP1 x86/x64 | Not supported | Not supported | Not supported | Support for Package Server only |
| Novell SUSE Enterprise Desktop | | | | |
| Novell SUSE Linux Enterprise Desktop 10 x86/x64 | Support for Package Server only ² | Not supported | Support for Package Server only ² | Support for Package Server only ² |
| Novell SUSE Linux Enterprise Desktop 11 x86/x64 | Not supported | Not supported | Support for Package Server only ² | Support for Package Server only ² |
| Novell SUSE Linux Enterprise Desktop 11 SP1 x86/x64 | Not supported | Not supported | Not supported | Support for Package Server only ² |
| Sun Solaris | | | | |
| Sun Solaris 7 Sparc | Support for Package Server only | Not supported | Not supported | Not supported |

Table 1-10 Site Server OS Support Matrix (*continued*)

| Site Server Operating Systems | SMP 6.x | SMP 7.0 SP5 | SMP 7.1 SP1 | SMP 7.1 SP2 MP1.1 |
|---|---------------------------------|---------------|---------------|-------------------|
| Sun Solaris 8 Sparc | Support for Package Server only | Not supported | Not supported | Not supported |
| Sun Solaris 9 Sparc | Support for Package Server only | Not supported | Not supported | Not supported |
| Sun Solaris 10 x86/x64/Sparc | Support for Package Server only | Not supported | Not supported | Not supported |
| IBM AIX | | | | |
| IBM AIX 4.3 | Support for Package Server only | Not supported | Not supported | Not supported |
| IBM AIX 5.1 PPC | Support for Package Server only | Not supported | Not supported | Not supported |
| IBM AIX 5.2 PPC | Support for Package Server only | Not supported | Not supported | Not supported |
| IBM AIX 5.3 PPC | Support for Package Server only | Not supported | Not supported | Not supported |
| Hewlett-Packard HP-UX | | | | |
| Hewlett-Packard HP-UX 11 PA-RISC/IA-64 | Support for Package Server only | Not supported | Not supported | Not supported |
| Hewlett-Packard HP-UX 11i PA-RISC/IA-64 | Support for Package Server only | Not supported | Not supported | Not supported |

¹ It should be noted that core 6.x agents running on x64 platforms currently only support running in WOW64 (32-bit emulation mode). This limits the core agent to seeing only those files and registry entries in the 32-bit environment. Starting

with Notification Server 7.1, the Symantec Management Agent adds native 64-bit support.

² The Package Service supports Red Hat Enterprise Linux 4 WS x86/x64, and Novell SUSE Linux Enterprise Desktop version 10 and 11 when Apache Web Server has been installed. Apache Web server is not installed by default on these operating systems.

Client Management Suite

The following section includes OS support for the solutions used in Client Management Suite (CMS). This suite includes full support for the following solutions unless otherwise indicated:

- Deployment Solution
- Inventory for Network Devices
- Network Discovery
- Out of Band Management
- Patch Management Solution,
- pcAnywhere Solution
- Real-Time System Manager
- Software Management Solution

Note: Although CMS 7.1 and later versions connect over SSL, Deployment Solution 7.1 SP1 and later versions do not support communication over SSL.

Client OS Support Matrix

Table 1-11 Client OS Support Matrix

| Agent on Client Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|-----------------------------------|-----------|----------------------------|---------------|---------------|
| Windows 2000 | | | | |
| Windows 2000 Professional SP4 | Supported | Not Supported ³ | Not supported | Not supported |
| Windows XP | | | | |

Table 1-11 Client OS Support Matrix (*continued*)

| Agent on Client Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--|---------------|------------------------------|------------------------------|------------------------------|
| Windows XP Professional SP2 x86 | Supported | Supported | Supported | Supported |
| Windows XP Professional SP2 x64 ¹ | R9 | Supported | Supported | Supported |
| Windows XP Professional SP3 x86 ¹ | R8 | Supported | Supported | Supported |
| Windows XP Tablet PC Edition 2005 | R8 | Limited support ² | Limited support ² | Limited support ² |
| Windows Embedded | | | | |
| Windows XP Embedded SP3 | Not supported | Limited support ² | Limited support ² | Limited support ² |
| Windows Embedded Standard | Not supported | Limited support ² | Limited support ² | Limited support ² |
| Windows Embedded Point of Service 1.0 | Not supported | Limited support ² | Limited support ² | Limited support ² |
| Windows Embedded Point of Service 1.1 SP3 | Not supported | Limited support ² | Limited support ² | Limited support ² |
| Windows Embedded POSReady 2009 | Not supported | Limited support ² | Limited support ² | Limited support ² |
| Windows Vista | | | | |
| Windows Vista x86/x64 ¹ | Supported | Supported | Not supported | Not supported |
| Windows Vista SP1 x86/x64 ¹ | R8 | Supported | Supported | Supported |
| Windows Vista SP2 x86/x64 ¹ | R10 | Supported | Supported | Supported |
| Windows 7 | | | | |
| Windows 7 x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows 7 x86/x64 SP1 | R13 | Not supported | Supported | Supported |
| Windows 7 XP Mode | Not supported | Not supported | Not supported | Supported |
| Windows 8 | Not supported | Not supported | Not supported | Limited support ⁸ |
| Red Hat Enterprise Linux 3 | | | | |

Table 1-11 Client OS Support Matrix (*continued*)

| Agent on Client Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Red Hat Enterprise Linux 3 WS x86/x64 | Limited support ⁴ | Not supported | Not supported | Not supported |
| Red Hat Enterprise Linux 4 | | | | |
| Red Hat Enterprise Linux 4 WS x86/x64 | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5 | | | | |
| Red Hat Enterprise Linux 5 x86/x64 | Not supported | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.1 x86/x64 | Not supported | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.2 x86/x64 | Not supported | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.3 x86/x64 | Not supported | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.4 x86/x64 | Not supported | Not supported | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.5 x86/x64 | Not supported | Not supported | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 5.6 x86/x64 | Not supported | Not supported | Limited support ⁴ | Limited support ⁴ |
| Red Hat Enterprise Linux 6 | | | | |
| Red Hat Enterprise Linux 6.0 x86/x64 | Not supported | Not supported | Not supported | Limited support ⁴ |
| Red Hat Enterprise Linux 6.1 x86/x64 | Not supported | Not supported | Not supported | Limited support ⁴ |
| Novell SUSE Linux Enterprise Desktop | | | | |
| Novell SUSE Linux Enterprise Desktop 10 x86/x64 | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |

Table 1-11 Client OS Support Matrix (*continued*)

| Agent on Client Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|---|------------------------------|------------------------------|---------------------------------|------------------------------|
| Novell SUSE Linux Enterprise Desktop 11 x86/x64 | Not supported | Not supported | Limited support ⁴ | Limited support ⁴ |
| Novell SUSE Linux Enterprise Desktop 11 SP1 x86/x64 | Not supported | Not supported | Not supported | Limited support ⁴ |
| Apple Mac OS X | | | | |
| Apple Mac OS X (10.2) PPC | Limited support ⁵ | Not supported | Not supported | Not supported |
| Apple Mac OS X (10.3) PPC | Limited support ⁵ | Not supported | Not supported | Not supported |
| Apple Mac OS X (10.4) Universal | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Apple Mac OS X (10.5) Universal | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Apple Mac OS X (10.6) | Limited support ⁷ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Apple Mac OS X (10.7) | Not supported | Not supported | Limited support ^{5, 6} | Limited support ⁵ |

¹ Note that core 6.x agents running on Windows x64 platforms currently only support running in WOW64 (32-bit emulation mode). This limits the core agent to seeing only those files and registry entries in the 32-bit environment. Starting with Notification Server 7.1, the Symantec Management Agent adds native 64-bit support.

² Windows Embedded support is limited. Please see the following article for conditions and limitations:

<http://www.symantec.com/docs/HOWTO10921>

³ Microsoft ended support for Windows 2000 on July 13, 2010, hence support for Windows 2000 agents has been removed in the 7.0 SP5 release. Base agent functionality using a 7.0 SP4 agent in a 7.0 environment will provide limited functionality for the agent machines as they are upgraded.

⁴ The Linux agent does not support PC Transplant, Application Management, Software Virtualization Client Functionality, the WiseScript scripting tool,

Software Portal, Application Metering, or the ability to evaluate software detection rules that are not .rpm packages.

⁵ The Mac OSX agent does not support PC Transplant, Application Management, Software Virtualization Client Functionality, the WiseScript scripting tool, Application Metering, or the ability to evaluate software detection rules.

⁶ In 7.1 SP1, Mac OS X 10.7 is only available through a special point fix. posted on September 19, 2011. Please see the following article:

<http://www.symantec.com/docs/HOWTO58968>

⁷ In NS 6.x, Mac OS X 10.6 support is limited to the Symantec Management Agent and basic inventory; none of the solutions support it. Basic inventory and Symantec Management Agent support is available through a special point-fix. Please see the following article:

<http://www.symantec.com/docs/HOWTO21457>

⁸ Microsoft Windows 8 support is limited. Please see the following article for the limitations:

<http://www.symantec.com/docs/DOC6193>

Server Management Suite

The following section includes OS support for the solutions used with Server Management Suite (SMS). This suite includes full support for the following solutions unless otherwise indicated: Deployment Solution¹⁰, Inventory for Network Devices, Inventory Solution, Network Discovery, Out of Band Management, Patch Management Solution, Real-Time System Manager, Software Management Solution, and Monitor Solution for Servers.

Server OS Support Matrix

Table 1-12 Server OS Support Matrix

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|-----------------------------------|-----------|----------------------------|---------------|---------------|
| Windows Server 2000 | | | | |
| Windows Server 2000 SP4 | Supported | Not supported ² | Not supported | Not supported |
| Windows Server 2003 | | | | |

Table 1-12 Server OS Support Matrix (*continued*)

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--|---------------|---------------|---------------|-------------------------------|
| Windows Server 2003 SP2 x86 | R5 | Supported | Supported | Supported |
| Windows Server 2003 SP2 x64 ¹ | R9 | Supported | Supported | Supported |
| Windows Server 2003 R2 x86/x64 ¹ | Supported | Supported | Not supported | Not supported |
| Windows Server 2003 R2 SP2 x86/x64 ¹ | Not supported | Supported | Supported | Supported |
| Windows Small Business Server (SBS) 2003 R2 x86/x64 ¹ | Not supported | Not supported | Supported | Supported |
| Windows Server 2008 | | | | |
| Windows Server 2008 x86/x64 ¹ | R8 | Supported | Supported | Supported |
| Windows Server 2008 SP2 x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows Server 2008 Core x86/x64 ¹ | R13 | Supported | Supported | Supported |
| Windows Server 2008 R2 | R13 | Supported | Supported | Supported |
| Windows Server 2008 R2 SP1 | Not supported | Not supported | Supported | Supported |
| Windows Server 2008 R2 Core ³ | R13 | Supported | Supported | Supported |
| Windows Hyper-V Server 2008 | Not supported | Not supported | Supported | Supported |
| Windows Small Business Server (SBS) 2008 | Not supported | Not supported | Supported | Supported |
| Windows Server 2012 | Not supported | Not supported | Not supported | Limited support ¹² |
| Apple Mac OS X Server | | | | |

Table 1-12 Server OS Support Matrix (*continued*)

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|---|------------------------------|------------------------------|-------------------------------|------------------------------|
| Apple Mac OS X Server (10.2) PPC | Limited support ⁴ | Not supported | Not supported | Not supported |
| Apple Mac OS X Server (10.3) PPC | Limited support ⁴ | Not supported | Not supported | Not supported |
| Apple Mac OS X Server (10.4) Universal | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Apple Mac OS X Server (10.5) Universal | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Apple Mac OS X Server (10.6) | Not supported | Limited support ⁴ | Limited support ⁴ | Limited support ⁴ |
| Apple Mac OS X Server (10.7) | Not supported | Not supported | Limited support ¹¹ | Limited support ⁴ |
| Red Hat Enterprise Linux 3 | | | | |
| Red Hat Enterprise Linux 3 ES x86/x64 | Limited support ⁵ | Not supported | Not supported | Not supported |
| Red Hat Enterprise Linux 3 AS x86/x64 | Limited support ⁵ | Not supported | Not supported | Not supported |
| Red Hat Enterprise Linux 4 | | | | |
| Red Hat Enterprise Linux 4 ES x86/x64 | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 4 AS x86/x64 | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5 | | | | |
| Red Hat Enterprise Linux 5 Server x86/x64 | Not supported | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5.1 Server x86/x64 | Not supported | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5.2 Server x86/x64 | Not supported | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |

Table 1-12 Server OS Support Matrix (*continued*)

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--|------------------------------|------------------------------|------------------------------|------------------------------|
| Red Hat Enterprise Linux 5.3 Server x86/x64 | Not supported | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5.4 Server x86/x64 | Not supported | Not supported | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5.5 Server x86/x64 | Not supported | Not supported | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 5.6 Server x86/x64 | Not supported | Not supported | Limited support ⁵ | Limited support ⁵ |
| Red Hat Enterprise Linux 6 | | | | |
| Red Hat Enterprise Linux 6 Server x86/x64 | Not supported | Not supported | Not supported | Limited support ⁵ |
| Red Hat Enterprise Linux 6.1 Server x86/x64 | Not supported | Not supported | Not supported | Limited support ⁵ |
| Novell SUSE Linux Enterprise Server | | | | |
| Novell SUSE Linux Enterprise Server 8 x86 | Limited support ⁵ | Not supported | Not supported | Not supported |
| Novell SUSE Linux Enterprise Server 9 x86/x64 | Limited support ⁵ | Not supported | Not supported | Not supported |
| Novell SUSE Linux Enterprise Server 10 x86/x64 | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ | Limited support ⁵ |
| Novell SUSE Linux Enterprise Server 11 x86/x64 | Not supported | Not supported | Limited support ⁵ | Limited support ⁵ |
| Novell SUSE Linux Enterprise Server 12 x86/x64 | Not supported | Not supported | Not supported | Not supported |
| VMware vSphere / ESX / ESXi | | | | |
| VMware ESX / ESXi 3.0.1 | Limited support ⁶ | Limited support ⁶ | Not supported | Not supported |
| VMware ESX / ESXi 3.0.2 | Limited support ⁶ | Limited support ⁶ | Not supported | Not supported |

Table 1-12 Server OS Support Matrix (*continued*)

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--|------------------------------|------------------------------|------------------------------|------------------------------|
| VMware ESX / ESXi 3.0.3 | Limited support ⁶ | Limited support ⁶ | Not supported | Not supported |
| VMware ESX / ESXi 3.5 | Limited support ⁶ | Limited support ⁶ | Limited support ⁶ | Limited support ⁶ |
| VMware vSphere / ESX / ESXi 4.0 (Agentless) | Not supported | Not supported | Limited support ⁸ | Limited support ⁸ |
| VMware vSphere / ESX / ESXi 5.0 (Agentless) | Not supported | Not supported | Not supported | Limited support ⁸ |
| Sun Solaris | | | | |
| Sun Solaris 7 Sparc | Limited support ⁷ | Not supported | Not supported | Not supported |
| Sun Solaris 8 Sparc | Limited support ⁷ | Not supported | Not supported | Not supported |
| Sun Solaris 9 Sparc | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| Sun Solaris 10 x86/x64 | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| Sun Solaris 10 Sparc | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| Sun Solaris 11 x86/x64 | Not supported | Not supported | Not supported | Not supported |
| Sun Solaris 11 Sparc | Not supported | Not supported | Not supported | Not supported |
| Sun Solaris Zones | Not supported | Not supported | Not supported | Limited support ⁷ |
| Hewlett-Packard HP-UX | | | | |
| Hewlett-Packard HP-UX 11.11 (11i) PA-RISC ⁹ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |

Table 1-12 Server OS Support Matrix (*continued*)

| Agent on Server Operating Systems | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--|------------------------------|------------------------------|------------------------------|------------------------------|
| Hewlett-Packard HP-UX 11.23 (11i v2) PA-RISC/IA-64 ⁹ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| Hewlett-Packard HP-UX 11.31 (11i v3) PA-RISC/IA-64 ⁹ | Not supported | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| Hewlett-Packard HP-UX 11.xx (11i v4) PA-RISC ⁹ | Not supported | Not supported | Not supported | Not supported |
| IBM AIX | | | | |
| IBM AIX 4.3.3 | Limited support ⁷ | Not supported | Not supported | Not supported |
| IBM AIX 5.1 PPC | Limited support ⁷ | Not supported | Not supported | Not supported |
| IBM AIX 5.2 PPC | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| IBM AIX 5.3 PPC | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| IBM AIX 6.1 PPC | Not supported | Limited support ⁷ | Limited support ⁷ | Limited support ⁷ |
| IBM AIX 7.1 Standard | Not supported | Not supported | Not supported | Not supported |
| IBM LPAR-s | Not supported | Not supported | Not supported | Limited support ⁷ |

¹ It should be noted that core 6.x agents running on Windows x64 platforms currently only support running in WOW64 (32-bit emulation mode). This limits the core agent to seeing only those files and registry entries in the 32-bit environment. Starting with Notification Server 7.1, the Symantec Management Agent adds native 64-bit support.

² Microsoft ended support for Windows 2000 on July 13, 2010, hence support for Windows 2000 agents has been removed in the 7.0 SP5 release. Base agent functionality using a 7.0 SP4 agent in a 7.0 environment will provide limited functionality for the agent machines as they are upgraded.

³ Monitor Packs for Servers support only agentless monitoring of Windows Server 2008 R2 Core Edition servers.

⁴ The Mac OSX agent does not support PC Transplant, Monitor Solution, Application Management, Software Virtualization Client Functionality, the WiseScript scripting tool, Application Metering, or the ability to evaluate software detection rules.

⁵ The Linux agent does not support PC Transplant, Application Management, Software Virtualization Client Functionality, Software Portal, the WiseScript scripting tool, Application Metering, or the ability to evaluate software detection rules that are not .rpm packages.

⁶ VMware ESX and ESXi 3.x supports Inventory for Network Devices, Inventory Solution, Network discovery at a hardware level, and Monitor Solution only.

⁷ The UNIX agent does not support PC Transplant, Application Management, Software Virtualization Client Functionality, Software Portal, the WiseScript scripting tool, Application Metering, Patch Management, or the ability to evaluate software detection rules.

⁸ VMware ESX and ESXi 4 supports Inventory for Network Devices, and Network Discovery only. Starting with the Symantec Management Platform 7.1, ESX and ESXi 4.x servers will be managed as agentless.

⁹ IA-64 support on NS 6.x is provided by running PA-RISC binaries under the HP-UX Aries translation engine which is included as a core component of HP-UX. IA-64 support with the 7.x version is provided natively.

¹⁰ For additional support information for Deployment 6.9, please refer to the following article:

<http://www.symantec.com/docs/DOC2079>

¹¹ In 7.1 SP1, Mac OS X 10.7 is only available through a special point fix posted on September 19, 2011. Please refer to the following article:<http://www.symantec.com/docs/HOWTO58968>

¹² Windows Server 2012 support is limited. Please see the following article for the limitations:

<http://www.symantec.com/docs/DOC6193>

Language Support

The following section contains the Symantec IT Management Suite language support matrices for the core platform and the management agent.

Core Localization indicates the Console and Help files have been localized in the referenced languages. It also indicates the supported language for the operating system where the Notification Server installs.

Agent Localization indicates the Agent and Agent Help have been localized in the referenced languages.

Core Localization

Table 1-13 Core Localization

| Core Localization | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|-----------------------|---------------|-----------|-----------|---------------|
| English | Supported | Supported | Supported | Supported |
| German | Supported | Supported | Supported | Supported |
| French | Supported | Supported | Supported | Supported |
| Japanese | Supported | Supported | Supported | Supported |
| Spanish | Supported | Supported | Supported | Supported |
| Chinese (Simplified) | Supported | Supported | Supported | Supported |
| Italian | Supported | Supported | Supported | Supported |
| Russian | Supported | Supported | Supported | Supported |
| Portuguese (Brazil) | Supported | Supported | Supported | Supported |
| Korean | Not supported | Supported | Supported | Supported |
| Chinese (Traditional) | Not supported | Supported | Supported | Supported |

Windows Agent Localization

Table 1-14 Windows Agent Localization

| Core Localization | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|-------------------|-----------|-----------|-----------|---------------|
| English | Supported | Supported | Supported | Supported |
| German | Supported | Supported | Supported | Supported |

Table 1-14 Windows Agent Localization (*continued*)

| Core Localization | 6.x | 7.0 SP5 | 7.1 SP1 | 7.1 SP2 MP1.1 |
|--------------------------|------------|----------------|----------------|----------------------|
| French | Supported | Supported | Supported | Supported |
| Japanese | Supported | Supported | Supported | Supported |
| Spanish | Supported | Supported | Supported | Supported |
| Chinese (Simplified) | Supported | Supported | Supported | Supported |
| Italian | Supported | Supported | Supported | Supported |
| Russian | Supported | Supported | Supported | Supported |
| Portuguese (Brazil) | Supported | Supported | Supported | Supported |
| Swedish | Supported | Supported | Supported | Supported |
| Danish | Supported | Supported | Supported | Supported |
| Finnish | Supported | Supported | Supported | Supported |
| Polish | Supported | Supported | Supported | Supported |
| Norwegian | Supported | Supported | Supported | Supported |
| Dutch | Supported | Supported | Supported | Supported |
| Korean | Supported | Supported | Supported | Supported |
| Chinese (Traditional) | Supported | Supported | Supported | Supported |
| Turkish | Supported | Supported | Supported | Supported |
| Czech | Supported | Supported | Supported | Supported |

